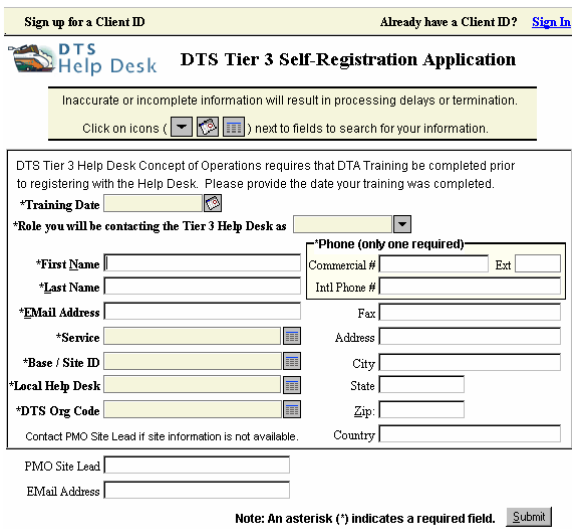


How to Become an Authorized Caller with the DTS T3HD

Purpose

You must be an authorized caller to access the DTS Tier 3 Help Desk. The procedure describes the process and steps that must be followed to become an authorized caller.

Procedure

Step	Action
1	<ul style="list-style-type: none"> Sites that have not declared IOC should refer to their DTS Site Lead before registering. Sites that have already declared IOC and are registering under a new organization or coming up as a Phase 3 Site please send the following information to your Service Lead. <ul style="list-style-type: none"> Site ID Local Help Desk Root Org Code Once your Service Lead receives your Site information, they will load it into Magic. You will not be able to register until your Service lead has loaded your information.
2	<p>Once your Service Lead has loaded your information into Magic, you can register via online. The Registration form is available by accessing the URL directly at https://dtsprowebtth.defensetravel.osd.mil/hd/dtshelpdesk/newclientregistration.asp or by selecting the Self Support Option from the Defense Travel System Public Website at https://dtsprowebtth.defensetravel.osd.mil/hd/dtshelpdesk/.</p>
3	<p>A screenshot of the Online Registration form is below. Please keep in mind that inaccurate or incomplete information will result in processing delays or possible termination of registration. Notifications will be sent confirming your registration.</p> 

Screen Shots that appear within this document are a snap shot in time, as changes are made to the system the screen shots may become outdated. A printed version of this document is an uncontrolled copy. Please continue to check the DTS Travel Center website for updates.

- 4 Training Date is the date you received DTA Training. Click on the icon below to open the calendar. Select the first day of your DTA Training by double clicking on the date. The date you selected will populate in the Training Date text box.

Sign up for a Client ID Already have a Client ID? [Sign In](#)

DTS Help Desk **DTS Tier 3 Self-Registration Application**

Inaccurate or incomplete information will result in processing delays or termination.

Click on icons () next to fields to search for your information.

DTS Tier 3 Help Desk Concept of Operations requires that DTA Training be completed prior to registering with the Help Desk. Please provide the date your training was completed.

*Training Date

*Role you will be contacting the Tier 3 Help Desk as

*First Name

*Last Name

*Email Address

*Service

*Base / Site ID

*Local Help Desk

*DTS Org Code

Contact PMO Site Lead if site information is not available.

PMO Site Lead

Email Address

Note: An asterisk (*) indicates a required field.

- 5 Role is the title you will be taking to support DTS and in contacting the Tier 3 Help Desk. Click on the icon below to open the drop down menu. A list of roles will appear. Double click on your role to select it. Your role will populate in the text box.

Sign up for a Client ID Already have a Client ID? [Sign In](#)

DTS Help Desk **DTS Tier 3 Self-Registration Application**

Inaccurate or incomplete information will result in processing delays or termination.

Click on icons () next to fields to search for your information.

DTS Tier 3 Help Desk Concept of Operations requires that DTA Training be completed prior to registering with the Help Desk. Please provide the date your training was completed.

*Training Date

*Role you will be contacting the Tier 3 Help Desk as

*First Name

*Last Name

*Email Address

*Service

*Base / Site ID

*Local Help Desk

*DTS Org Code

Contact PMO Site Lead if site information is not available.

PMO Site Lead

Email Address

Note: An asterisk (*) indicates a required field.

- 6 Click on the icon below to open the Service drop down menu. Select your Service by double clicking on it. Your Service will populate in the Service text box.

DTS Help Desk DTS Tier 3 Self-Registration Application

Inaccurate or incomplete information will result in processing delays or termination.

Click on icons () next to fields to open the drop down menu.

DTS Tier 3 Help Desk Concept of Operations requires that you register with the Help Desk. Please provide the date of your training.

*Training Date

*Role you will be contacting the Tier 3 Help Desk as

*First Name

*Last Name

*Email Address

*Service

*Base / Site ID

*Local Help Desk

*DTS Org Code

Contact PMO Site Lead if site information is not available.

PMO Site Lead

E-Mail Address

Note: An asterisk (*) indicates a required field.

Company ID	Company Name
AGENCY	Agency
AIR FORCE	Air Force
ARMY	Army
CTO	Commercial Travel Office
DEBX	DEBX
DFAS	DFAS
MARINE CORPS	Marine Corps
NAVY	Navy
NGMS	Northrop Grumman Mission Support
OTHER	Other

- 7 Base/Site ID is the name of the Military Base or installation you reside on. Click on the icon below to open the Base/Site ID drop down menu.

DTS Help Desk DTS Tier 3 Self-Registration Application

Inaccurate or incomplete information will result in processing delays or termination.

Click on icons () next to fields to open the drop down menu.

DTS Tier 3 Help Desk Concept of Operations requires that you register with the Help Desk. Please provide the date of your training.

*Training Date

*Role you will be contacting the Tier 3 Help Desk as

*First Name

*Last Name

*Email Address

*Service

*Base / Site ID

*Local Help Desk

*DTS Org Code

Contact PMO Site Lead if site information is not available.

PMO Site Lead

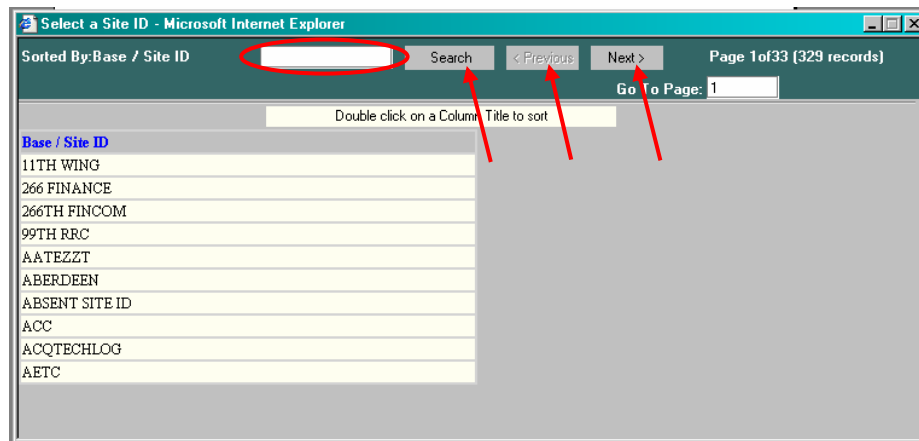
E-Mail Address

Note: An asterisk (*) indicates a required field.

Base / Site ID
11TH WING
266 FINANCE
266TH FINCOM
99TH RRC
AATEZZT
ABERDEEN
ABSENT SITE ID
ACC
ACQTECHLOG
AETC

You can select your Base/Site from drop down menu by searching or scrolling. To search, enter your Base/Site ID in the Search text box. Next, click on the Search button. To scroll, click on the **Previous** and Next **button**s. When you have located your Base/Site ID, double click on it to select it. Your Base/Site ID will populate in the Base/Site ID text box.

* If you cannot locate your Base/Site ID please contact your Service Lead.



- 8 Local Help Desk is the name of the organization or tenant organization, where the Tier 2 Help Desk resides. This is to identify sites that may have multiple Tenants and therefore multiple Tier 2 Help Desks. Sites that have 1 Tier 2 Help Desk that supports the entire site, your Local Help Desk will be the same as your Site ID.

Sign up for a Client ID Already have a Client ID? [Sign In](#)

DTS Help Desk **DTS Tier 3 Self** **Departments - Microsoft Internet Explorer**

Inaccurate or incomplete information will result in a delay in processing your request. Click on icons () next to field.

DTS Tier 3 Help Desk Concept of Operations requires you to register with the Help Desk. Please provide the following information:

*Training Date

*Role you will be contacting the Tier 3 Help Desk as

*First Name

*Last Name

*Email Address

*Service

*Base / Site ID

*Local Help Desk

*DTS Org Code

Zip:

Country

Contact PMO Site Lead if site information is not available.

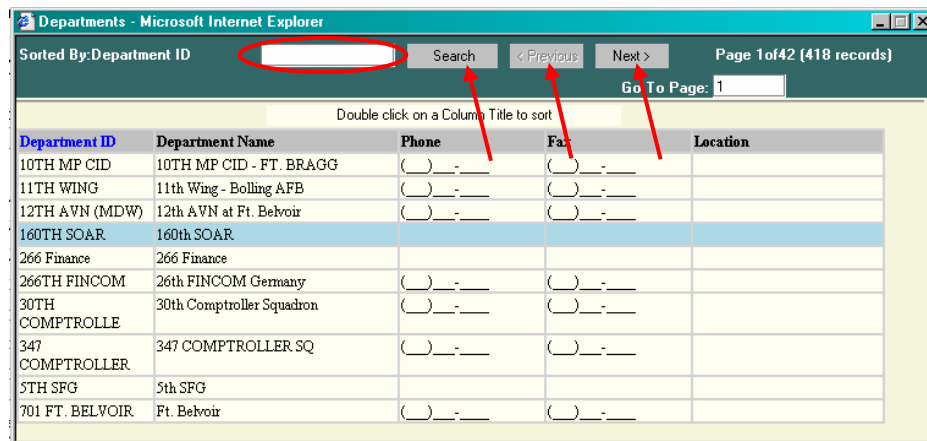
PMO Site Lead

Email Address

Department ID	Department Name
10TH MP CID	10TH MP CID - FT. BRAGG
11TH WING	11th Wing - Bolling AFB
12TH AVN (MDW)	12th AVN at Ft. Belvoir
160TH SOAR	160th SOAR
266 Finance	266 Finance
266TH FINCOM	26th FINCOM Germany
30TH COMPTROLLE	30th Comptroller Squadron
347 COMPTROLLER	347 COMPTROLLER SQ
5TH SFG	5th SFG
701 FT. BELVOIR	Ft. Belvoir

Select your Local Help Desk from drop down menu by searching or scrolling. To search, enter your Local Help Desk in the Search text box. Next, click on the Search button. To scroll click on the Previous and Next buttons. When you have located your Local Help Desk, double click on it to select it. Your Local Help Desk will populate in the Local Help Desk text box.

* If you cannot locate your Local Help Desk please contact your Service Lead.



- 9 Org Code is your DTS Organizational Naming Sequence. We will only need your DTS Root Organizational Name sequence. Click on the icon below to open the Root Org Code drop down menu. Select your Root Org by double clicking on it. Your Root Org will populate in the Service text box.

Sign up for a Client ID Already have a Client ID? [Sign In](#)

DTS Help Desk **DT**

Inaccurate or incomplete information? [Click on icons \(\)](#)

DTS Tier 3 Help Desk Concept of Operations to registering with the Help Desk. [Click on icons \(\)](#)

*Training Date

*Role you will be contacting the Tier

*First Name

*Last Name

*Email Address

*Service

*Base / Site ID

*Local Help Desk

*DTS Org Code

Contact PMO Site Lead if site information is not available.

PMO Site Lead

Email Address

State

Zip

Country

Select From Organization - Microsoft Internet Explorer

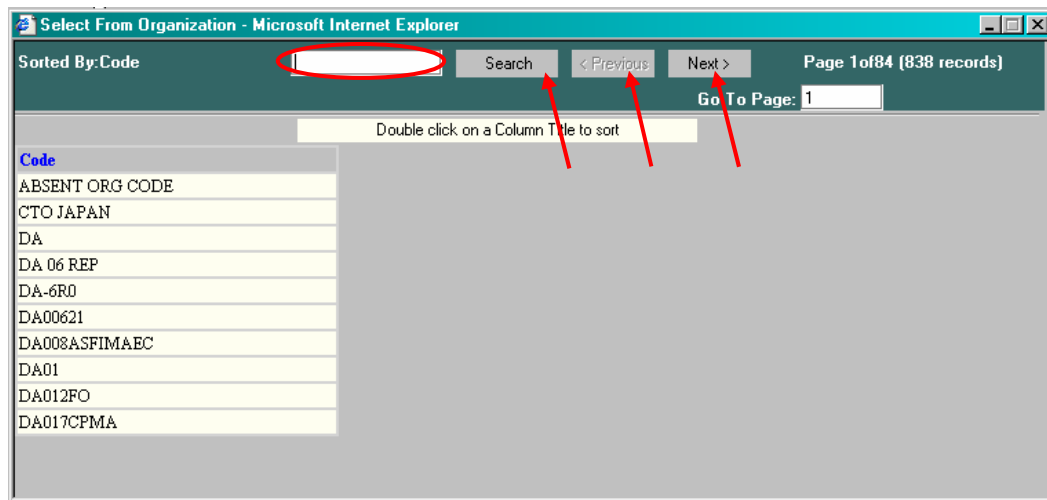
Sorted By: Code

Double click on a Column Title to sort

Code
ABSENT ORG CODE
CTO JAPAN
DA
DA 06 REP
DA-6R0
DA00621
DA008ASFIMAEC
DA01
DA012FO
DA017CPMA

You can select your Root Org Code from drop down menu by searching or scrolling. To search, enter your Root Org Code in the Search text box. Next, click on the Search button. To scroll click on the Previous and Next buttons. When you have located your Root Org Code, double click on it to select it. Your Root Org Code will populate in the Local Help Desk text box.

* If you cannot locate your Local Help Desk please contact your Service Lead.



- 10 Please make sure you enter your First Name, Last Name, Email Address, Commercial Phone Number or International Phone Number, Fax Number, Address, and PMO site Lead's Name and Email address accurately. Once you have completed the DTS Tier 3 Help Desk Registration, click the **Submit** button. You must complete all (*) required text fields to submit your registration.